

# DIALOG

1-19-06

Set	Items	Description
S1	133	((GE OR GENERAL()ELECTRIC) AND (E()MAKE OR E-MAKE OR EMAKE OR TOUCHPOINT? ? OR TOUCH()POINT? ?)) NOT PY>2000
S2	126	RD (unique items)
S3	1	S2 AND (E()MAKE OR E-MAKE OR EMAKE)
File	9:Business & Industry(R)	Jul/1994-2006/Jan 18 (c) 2006 The Gale Group
File	11:PsycINFO(R)	1887-2006/Jan W1 (c) 2006 Amer. Psychological Assn.
File	13:BAMP	2006/Jan W2 (c) 2006 The Gale Group
File	15:ABI/Inform(R)	1971-2006/Jan 18  (c) 2006 ProQuest Info&Learning
File	16:Gale Group PROMT(R)	1990-2006/Jan 19 (c) 2006 The Gale Group
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# DIALOG

Set	Items	Description
S1	0	((PROCESS OR PROJECT OR STEP) (7W) (ELIMINAT?4 OR REDUC?5 - OR STREAMLIN?4 OR CONSOLIDAT?5 OR REENGINEER?4 OR "RE-ENGINEER" OR DEVELOP?5 OR IMPROV?5))
S2	1666065	((PROCESS OR PROJECT OR STEP) (7W) (ELIMINAT? OR REDUC? OR STREAMLIN? OR CONSOLIDAT? OR REENGINEER? OR "RE-ENGINEER" OR - DEVELOP? OR IMPROV?))
S3	0	S2 AND (TOUCHPOINT OR "TOUCH POINT") AND (DMAIC OR DMADV OR DFSS OR "SIX SIGMA")
S4	220	S2 AND (TOUCHPOINT OR "TOUCH POINT")
S5	122	RD (unique items)
S6	58	S5 NOT PY>2001
S7	5	S6 AND (PRIORITY OR PRIORITIZE)
S8	1	(TOUCHPOINT OR "TOUCH POINT") AND (DMAIC OR DMADV OR DFSS - OR "SIX SIGMA")
S9	220	(TOUCHPOINT OR "TOUCH POINT") AND ((PROCESS OR PROJECT OR - STEP) (7W) (ELIMINAT? OR REDUC? OR STREAMLIN? OR CONSOLIDAT? - OR REENGINEER? OR "RE-ENGINEER" OR DEVELOP? OR IMPROV?))
S10	122	RD (unique items)
S11	58	S10 NOT PY>2001
S12	163	("EMAKE" OR "E-MAKE" OR "E MAKE")
S13	4	S12 AND (GE OR "G.E" OR "GENERAL ELECTRIC")
S14	3	RD (unique items)
S15	261626	(PROCESS OR PROJECT OR STEP) (3W) (REDESIGN OR REDEVELOPME- NT OR REENGINEER OR "RE-ENGINEER" OR IMPROVE OR IMPROVEMENT OR STREAMLINE OR REDUCE OR REDUCTION OR ELIMINATE OR ELIMIATION OR OPTIMIZE OR EFFICIENT OR EFFCIENCY)
S16	158567	S15 NOT PY>2001
S17	9570	S16 AND ((ANALYZE OR ANALYSIS OR EVALUATE OR EVALUATION OR AUDIT OR REVIEW) (5W) (PROCESS OR PROJECT OR STEP))
S18	675	S17 AND ((PRIORITIZE OR IMPORTANCE OR VALUE OR NECESSITY OR SIGNIFICANCE) (3W) (PROCESS OR PROJECT OR STEP OR FUNCTION))
S19	573	RD (unique items)
S20	160	S19 AND ((CUSTOMER OR CLIENT OR USER) (3W) (SATISFACTION OR PRODUCTIVITY))
S21	32	S20 AND ((SEGMENT OR CLUSTER OR GROUP OR COMBINE) (4W) (PR- OCESS OR STEP OR FUNCTION OR PROJECT))

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File 15:ABI/Inform(R) 1971-2006/Jan 19  
(c) 2006 ProQuest Info&Learning

File 9:Business & Industry(R) Jul/1994-2006/Jan 19  
(c) 2006 The Gale Group

File 275:Gale Group Computer DB(TM) 1983-2006/Jan 19  
(c) 2006 The Gale Group

File 471:New York Times Fulltext 1980-2006/Jan 19  
(c) 2006 The New York Times

File 621:Gale Group New Prod.Annou.(R) 1985-2006/Jan 19  
(c) 2006 The Gale Group

File 636:Gale Group Newsletter DB(TM) 1987-2006/Jan 19  
(c) 2006 The Gale Group

File 16:Gale Group PROMT(R) 1990-2006/Jan 19  
(c) 2006 The Gale Group

File 160:Gale Group PROMT(R) 1972-1989  
(c) 1999 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2006/Jan 19  
(c)2006 The Gale Group

File 610:Business Wire 1999-2006/Jan 19  
(c) 2006 Business Wire.

File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire

File 476:Financial Times Fulltext 1982-2006/Jan 20

(c) 2006 Financial Times Ltd  
 File 624:McGraw-Hill Publications 1985-2006/Jan 19  
 (c) 2006 McGraw-Hill Co. Inc  
 File 634:San Jose Mercury Jun 1985-2006/Jan 18  
 (c) 2006 San Jose Mercury News  
 File 20:Dialog Global Reporter 1997-2006/Jan 19  
 (c) 2006 Dialog  
 File 35:Dissertation Abs Online 1861-2005/Dec  
 (c) 2005 ProQuest Info&Learning  
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13  
 (c) 2002 The Gale Group  
 File 65:Inside Conferences 1993-2006/Jan W3  
 (c) 2006 BLDSC all rts. reserv.  
 File 2:INSPEC 1898-2006/Dec W4  
 (c) 2006 Institution of Electrical Engineers  
 File 144:Pascal 1973-2006/Dec W4  
 (c) 2006 INIST/CNRS  
 File 474:New York Times Abs 1969-2006/Jan 18  
 (c) 2006 The New York Times  
 File 475:Wall Street Journal Abs 1973-2006/Jan 18  
 (c) 2006 The New York Times  
 File 99:Wilson Appl. Sci & Tech Abs 1983-2005/Dec  
 (c) 2006 The HW Wilson Co.  
 File 8:Ei Compendex(R) 1970-2006/Jan W2  
 (c) 2006 Elsevier Eng. Info. Inc.  
 File 94:JICST-EPlus 1985-2006/Nov W1  
 (c)2006 Japan Science and Tech Corp(JST)  
 File 6:NTIS 1964-2006/Jan W2  
 (c) 2006 NTIS, Intl Cpyrght All Rights Res  
 File 34:SciSearch(R) Cited Ref Sci 1990-2006/Jan W2  
 (c) 2006 Inst for Sci Info  
 File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec  
 (c) 1998 Inst for Sci Info  
 File 7:Social SciSearch(R) 1972-2006/Jan W3  
 (c) 2006 Inst for Sci Info

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Set	Items	Description
S1	51	((GE OR GENERAL()ELECTRIC) AND (TOUCHPOINT? ? OR TOUCH()PO-INT? ?) AND PROJECT? ? AND SATISF?) NOT PY>2000
S2	29	RD (unique items)
S3	12	S2 AND (WEIGHT? OR PRIORIT?)
S4	6	S2 AND (WEIGHT???)
S5	0	S4 NOT S3
File 11:	PsycINFO(R)	1887-2006/Jan W1 (c) 2006 Amer. Psychological Assn.
File 13:	BAMP	2006/Jan W2 (c) 2006 The Gale Group
File 15:	ABI/Inform(R)	1971-2006/Jan 18 (c) 2006 ProQuest Info&Learning
File 16:	Gale Group PROMT(R)	1990-2006/Jan 19 (c) 2006 The Gale Group
File 20:	Dialog Global Reporter	1997-2006/Jan 19 (c) 2006 Dialog
File 47:	Gale Group Magazine DB(TM)	1959-2006/Jan 19 (c) 2006 The Gale group
File 75:	TGG Management Contents(R)	86-2006/Jan W2 (c) 2006 The Gale Group
File 148:	Gale Group Trade & Industry DB	1976-2006/Jan 19 (c) 2006 The Gale Group
File 212:	ONTAP(R) PsycINFO(R)	(c) 2004 Amer. Psychological Assn.
File 275:	Gale Group Computer DB(TM)	1983-2006/Jan 19 (c) 2006 The Gale Group
File 349:	PCT FULLTEXT	1979-2005/UB=20051229,UT=20051222 (c) 2005 WIPO/Univentio
File 553:	Wilson Bus. Abs. FullText	1982-2004/Dec (c) 2005 The HW Wilson Co
File 570:	Gale Group MARS(R)	1984-2006/Jan 19 (c) 2006 The Gale Group
File 610:	Business Wire	1999-2006/Jan 19 (c) 2006 Business Wire.
File 616:	Canada NewsWire	1999-2001/Mar 09 (c) 2001 Canada NewsWire
File 621:	Gale Group New Prod. Annou. (R)	1985-2006/Jan 19 (c) 2006 The Gale Group
File 637:	Journal of Commerce	1986-2006/Jan 17 (c) 2006 Commonwealth Bus. Media
File 649:	Gale Group Newswire ASAP(TM)	2006/Jan 16 (c) 2006 The Gale Group
File 654:	US Pat. Full.	1976-2006/Jan 17 (c) Format only 2006 Dialog
File 660:	Federal News Service	1991-2002/Jul 02 (c) 2002 Federal News Service
File 781:	ProQuest Newsstand	1998-2006/Jan 18 (c) 2006 ProQuest Info&Learning
File 996:	NewsRoom	2000 (c) 2005 Dialog

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\*\*\* DIALINDEX search results display in an abbreviated \*\*\*

\*\*\* format unless you enter the SET DETAIL ON command. \*\*\*

? sf all

You have 560 files in your file list.

(To see banners, use SHOW FILES command)

? s ((GE or general()electric) and (touchpoint? ? or touch()point? ?) and  
project? ? and satisf?) not py>2000

Your SELECT statement is:

s ((GE or general()electric) and (touchpoint? ? or touch()point? ?) and  
project? ? and satisf?) not py>2000

Items	File
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1	11: PsycINFO(R)_1887-2006/Jan W1
1	13: BAMP_2006/Jan W2
5	15: ABI/Inform(R)_1971-2006/Jan 18
5	16: Gale Group PROMT(R)_1990-2006/Jan 19
Processing	
2	20: Dialog Global Reporter_1997-2006/Jan 19
1	47: Gale Group Magazine DB(TM)_1959-2006/Jan 19
Examined 50 files	
1	75: TGG Management Contents(R)_86-2006/Jan W2
Examined 100 files	
7	148: Gale Group Trade & Industry DB_1976-2006/Jan 19
Examined 150 files	
1	212: ONTAP(R) PsycINFO(R)_
2	275: Gale Group Computer DB(TM)_1983-2006/Jan 19
Examined 200 files	
3	349: PCT FULLTEXT_1979-2005/UB=20051229,UT=20051222
Examined 250 files	
Examined 300 files	
Examined 350 files	
4	553: Wilson Bus. Abs. FullText_1982-2004/Dec
1	570: Gale Group MARS(R)_1984-2006/Jan 19
Examined 400 files	
2	610: Business Wire_1999-2006/Jan 19
1	616: Canada NewsWire_1999-2001/Mar 09
2	621: Gale Group New Prod. Annou.(R)_1985-2006/Jan 19
1	637: Journal of Commerce_1986-2006/Jan 17
2	649: Gale Group Newswire ASAP(TM)_2006/Jan 16
Processing	
3	654: US Pat.Full._1976-2006/Jan 17
1	660: Federal News Service_1991-2002/Jul 02
Examined 450 files	
Examined 500 files	
1	781: ProQuest Newsstand_1998-2006/Jan 18
Examined 550 files	
Processing	
4	996: NewsRoom 2000

22 files have one or more items; file list includes 560 files.  
One or more terms were invalid in 105 files.